



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Illinois Bell Telephone Company
for quarter ending March 31, 2010

Out of Service More Than 24 Hours	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$4,149.78	\$2,584.07	\$4,751.72	\$11,485.57
B. Number of credits issued for repairs - 24 - 48 hours	1,230	752	1,151	3,133
C. Number of credits issued for repairs - 48 - 72 hours	129	76	128	333
D. Number of credits issued for repairs - 72 - 96 hours	30	21	47	98
E. Number of credits issued for repairs - 96 - 120 hours	14	7	23	44
F. Number of credits issued for repairs > 120 hours	16	9	9	34
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	5,866	3,463	4,356	13,685
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$28,663.28	\$14,048.91	\$3,862.91	\$46,575.00
B. Number of installations after 5 business days	153	57	50	260
C. Number of installations after 10 business days	6	2	0	8
D. Number of installations after 11 business days	28	16	6	50
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	1,623	984	965	3,572
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$78,800.00	\$60,700.00	\$65,400.00	\$204,900.00
B. Number of customers receiving credits	1,564	1,206	1,296	4,066
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments